

FIG. 1

007101 46988960

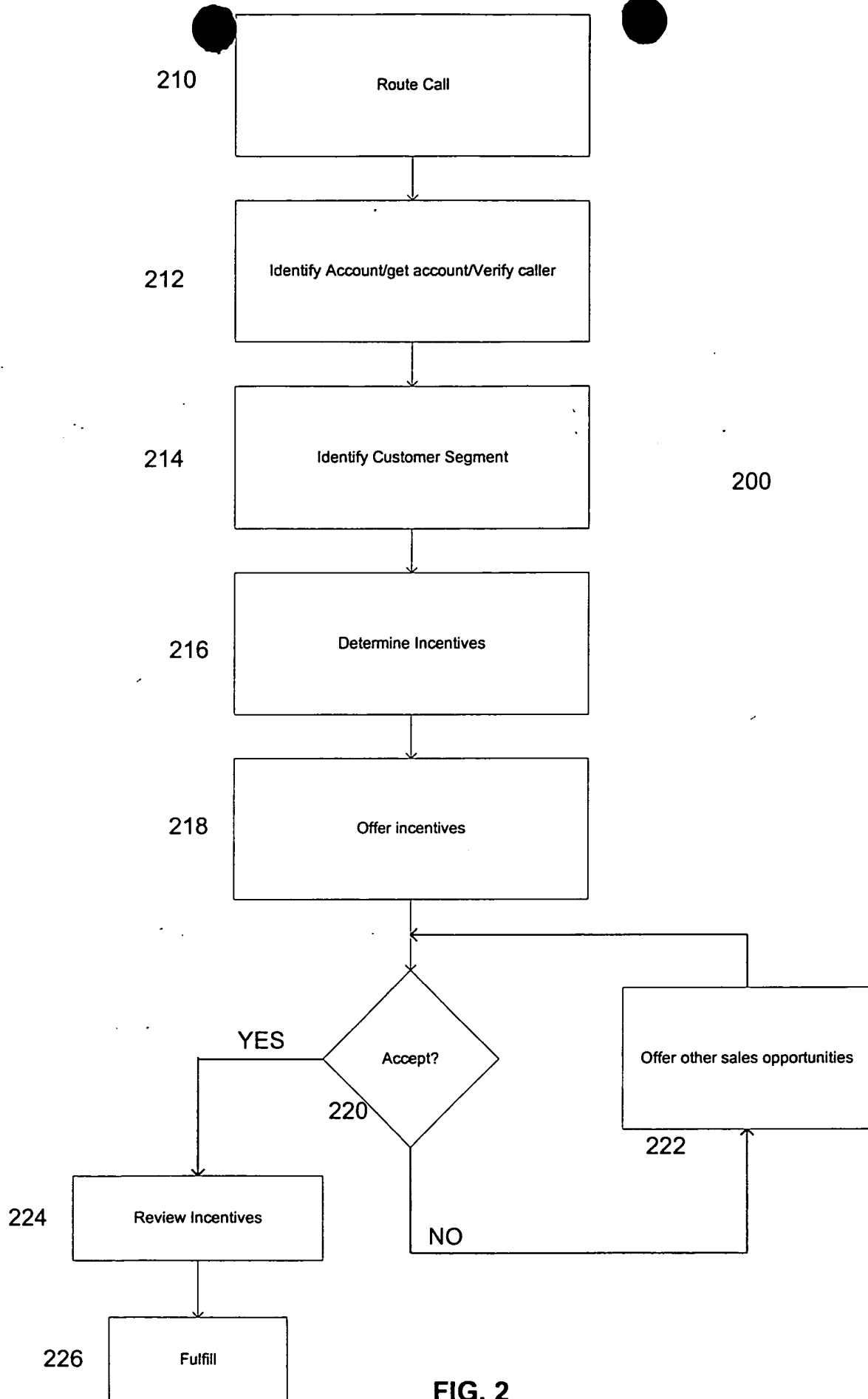


FIG. 2

002701 16988960

Customer Service Application

File Edit Options Window Help

FirstUSA

Prompt

Thank you Mr/Mrs. <name>.
How may I assist you with your account today?

Account Information

- Account Number:
- Primary Customer:
- Address:
- Home Phone:
- Current Balance:
- Current Credit Line:
- Available Credit:
- Merch APR:
- Cash APR:

Card Information

- Open Date:
- Status:
- Product:
- Level:
- Association:
- Expiration Date:

310

Identity

Profile

Pricing

Account Summary

Case History

Close Account

Memo

Account Information

Account Number: 1234-5678-9012-3456

or

Search for Accounts: Search

Identify

Clear

Caller Verification

Card Holder: John Simmons (Primary)

Mother's Maiden Name: Smith

Primary Phone Number: 263-234-2343

Social Security Number: 123-34-3445

Call Type: None Selected

Caller: ☒ Verified ☐ Not Verified

Identified Work

Proceed

Incentive Information

Incentives

Incentive Group

Selected Incentive:

Available Incentives

Offer

DELETE CASE

DEFER

FINISH

No work available

Receive Work

312

314

316

320

330

CLI 00

BT 00

APR 00

FEE 00

PROMO 00

11/14/89 4:03PM

Flb.3

11/14/99 4:03 PM

540 542 544

Fig. 5

FileEditOptionsWindowHelp

FirstUSA

Offer customer incentives...

Account Information

- Account Number: 1234-5678-9012-3456
- Primary Customer: John Simmons
- Address: 12 Elm Rd Boston, MA 283-234-2343
- Current Balance: \$2,123.45
- Current Credit Line: \$10,000.00
- Available Credit: \$7,676.55
- Merch APR: 12.90% F
- Cash APR: 18.90% V

Card Information

- Open Date: 12/09/1990
- Status: Active
- Product: Yahoo
- Level: Platinum
- Association: Visa
- Expiration Date: 12/31/2001

Gather Information

IdentifyProfilePricingAccount SummaryCase HistoryClose AccountMemo

AccountAssociated Accounts

Customer Segment5

Behavior Segment Value:Revolver Challenger

Credit Bureau Score:256

Profit Sight Score:567

Profitability Score:98

Attrition Score:139

Delinquency Days:0

IncentivesSummaryIncentive History

Status	Description
Rejected	APR Decrease from contract to 10.90%
Held	\$3,000.00 xfer @ 3.90% for 3 mo. from account L.

DELETE CASE

DEFER

FINISH

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- Current Balance

77.6

